

Position Description

Position Title:	Support Officer (Level 2)
Reporting to:	Manager, Economic Development
Direct reports:	Nil
Tenure:	12-month contract
Salary and conditions:	\$60-70k based on experience
	<ul style="list-style-type: none">• Superannuation in accordance with Superannuation Guarantee Act.• Co-located with Kinaway and businesses in a modern office environment or working from home in line with Government COVID19 restrictions• Generous leave entitlements

Do you like contributing positively to the Aboriginal community?

Would you like working with community on a daily basis to support the incubation and develop business and economic opportunities?

Are you looking for a new challenge and feel you can contribute to extra-ordinary growth in the Aboriginal business sector what the recovery of COVID19 looks like, for Aboriginal and Torres Strait Islander business in Victoria?

If you are passionate about enriching the lives of Victorian Aboriginal people, have experience in administration and/or Customer Service; then this is the role for you.

Kinaway Chamber of Commerce Victoria Ltd is an Aboriginal Chamber of Commerce based in Melbourne through which Aboriginal and/or Torres Strait Islander businesses and entrepreneurs have a collective voice both within the Aboriginal and/or Torres Strait Islander business community and the general business community.

Kinaway seeks to grow the capacity of the Aboriginal and Torres Strait Islander business sector, entrepreneurs and Aboriginal and Torres Strait Islander business leadership thereby having a positive and direct influence in increasing the economic participation by the Aboriginal community in its contribution to the Victorian economy.

The primary focus of Kinaway is the provision of policy, advocacy and representation services to Aboriginal businesses and entrepreneurs. In addition, Kinaway will provide services, support and/or products to assist Aboriginal and Torres Strait Islander businesses and entrepreneurs to be commercially sustainable, profitable, and innovative.

About the Position

The Support Officer is a 0.8, 12-month position (with possible extension)

The Support Officer will perform a variety of administrative, clerical and project management tasks.

The Support Officer will provide support to the Manager, Economic Development and assist in daily office needs. The successful candidate will be involved in a variety of administrative activities that engage and support senior management, office management, diary management and appointment booking, customer service and compiling information for reporting.

Duties

- Organise and schedule appointments
- Plan and attend meetings and take detailed minutes as required
- Support the organisation of events
- Support social media and communication activities
- Update website content
- Maintain contact lists
- Provide general support to visitors
- Respond to clients' requests, referring calls or emails to the appropriate team members
- Meeting and greeting members, clients and guests
- Diary management and appointment booking
- Meeting room management
- Travel arrangement and bookings
- Support project delivery
- Support the delivery of services to members
- Maintain office/electronic files and systems
- Prepare documentation for reporting
- Day to day office tasks and general administration

Key Selection Criteria

The successful candidate will be able to demonstrate:

- Ability to communicate in a clear, concise, and confident manner
- High level of maturity and awareness
- Passion for exceptional customer service
- Strong problem-solving skills
- Time management
- Attention to detail
- Professionalism when working with confidential and sensitive information
- Flexible and positive approach to all tasks
- Proficient and working knowledge of Microsoft Office applications including Outlook, Excel and Word
- Understanding of social media platforms and website management preferred
- Enthusiasm and commitment to continuously learn and develop
- High level written, verbal and communication skills

- Positive work ethic and punctuality
- Professional and detail oriented
- Ability to work both independently and in a team
- A driver's licence

Interested applicants can apply via the Kinaway website, or forward your resume and cover letter addressing the key selection criteria to admin@kinaway.com.au.

Confidential enquiries directed to Ilana Atkinson (03) 8888 6034

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T: 03 9416 2304 E: info@kinaway.com.au W: www.kinaway.com.au

*Kinaway acknowledges the traditional owners, and peoples of the land and water in which we occupy.
I pay my respect to the elders past, present and emerging.*

